

# Tips for Success: Interviewing & Placing Volunteers

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## Concepts Of Interviewing Volunteers:

1. The primary purposes of interviewing volunteers are to determine a mutual fit between the candidate and the organization and to screen for risks to the volunteer, the organization, and the clients if the prospective volunteer is chosen.
2. There are four Key Steps in the interviewing process: **Preparation, Opening, the Body, and Closing.**
3. Two essential skills in interviewing are:
  - a. Designing and asking questions based on an analysis of the position and required qualifications.
  - b. Reflective listening assuring that both individuals are hearing and understanding.
4. It is important to prepare for special challenges that might present themselves during the interview.

## Why Interview?

The purpose of the interviewing process is for the applicant and the interviewer to become mutually acquainted so that each can determine if there is a good match between their interests.

Without this significant screening step, many misplaced or inappropriate volunteers begin to work for organizations, and both the volunteer and the organization find dissatisfaction in the long run. When you have the wrong person in the volunteer job, the efforts of volunteer supervisors/leaders are often distracted by the inevitable problems of poor performance, volunteer dissatisfaction, staff/volunteer complaints, etc.

## Taking the time to interview and screen volunteers enables you to determine:

- ☐ If the volunteer has the needed skills, experience, and motivation to do the job well.
- ☐ If the volunteer will fit into the culture of your organization.
- ☐ If the volunteer's motivational needs can be met.
- ☐ If your recruitment program seems to be attracting the best people for your organization and for available positions.

## It is important to screen volunteers because:

- ☐ It protects clients.
- ☐ The agency reputation is affected by volunteers.
- ☐ The potential impact on the morale of the staff.
- ☐ Volunteers suffer if they are misplaced.
- ☐ You can recognize high-risk and high-potential volunteers.